JOB DESCRIPTION

Job Title: Manager, Commercial Services -Hamilton

Dept./ Division: Commercial Services

Reporting to: Director, Commercial Services

GENERAL ACCOUNTABILITY

Manager, Commercial Services supports the corporate strategy by developing strategy and plans with the objective of driving business results for FirstOntario. As a key member of the Commercial Services' team, this position is an important lead in the department revenue and budget management.

Manager, Commercial Services is a self-starter and will oversee the sourcing, adjudication and review of Commercial Lending risk and reward. They will be required to make recommendations to the Director Commercial Services on the delivery of a broad range of commercial services and must be able to adapt quickly to changing circumstances. The incumbent will concentrate on department goals and objectives and develop strong positive images with our members and the community.

Primary Duties and Responsibilities

Operations:

1. Establish and maintain standards of operation, policies and procedures

2. Responsible for the administration of commercial loans including ensuring the effective control of loan security

3. Assist the Director, Commercial Services

4. Promote the usage of all business products and services

5. Keep informed of, and be willing to implement, new concepts which may improve the operating efficiency of the department

6. Supervise support staff and ensure fully competent performance of staff through proper on the job training and motivation.

7. Lending limits to be detailed by way of separate letter and may be altered from time to time

Service:

1. Develops the strategic plans for all FirstOntario commercial offerings to deliver results and goodwill for the credit union, as well as develop loan and deposit business, both in volume and profitability
2. Leads the development of winning member value propositions, for existing and new products and services, to achieve market differentiation. Ensures all commercial loan strategies and tactics are aligned to the FirstOntario’s business strategy, brand and vision.

3. Establish and maintain standards of operation, policies and procedures.

4. Meet sales and acquisition targets for new Commercial Members as provided by the Director, Commercial Services on appropriate risk and reward with the established policies of FCU.

5. Make recommendations for risk mitigation and opportunities for both new and existing commercial Members.

6. Complete annual commercial reviews through breakdown and analysis of financial statements and recommendations to mitigate any new or changing risks.

7. Perform sundry duties assigned.

8. Perform business account analysis to ensure proper pricing is fairly initiated.

**Employee Engagement:**

1. The incumbent has no direct management responsibilities however will have cross functional management responsibilities for annual performance reviews for those employees dealt with on a regular basis.

2. Effective communication amongst entire team, so that the Credit Union’s Vision and Mission Statements are internalized in what they do and how they do it.

3. Implement plans to create and sustain a “supportive work environment”.

4. Utilize recognition to help motivate and fully engage employees.

5. Identify skills gaps and work with employees to build and implement personal developmental plans to help them be more effective and confident in their roles.

6. Ensure that any changes are fully understood by all staff, particularly in terms of impacts on them, the member, and operations.

7. Where the workforce is governed by a collective agreement; internalize the articles and terms of the agreement to manage employees and operations within prescribed limitations.

8. Work in partnership with Human Resources to achieve a positive and productive labour-management climate based upon mutual respect.

9. Create an environment that strengthens employee commitment and promotes teamwork.

10. Effectively lead your people through change with particular emphasis on training activities and collaborate with Human Resources as necessary.

11. Contribute to the credit union’s profitability through strict control of non-interest expense items and realistic pricing of credit services within established policy.

12. Market business services to achieve departmental goals and objectives.
13. Assist in the research and development and implementation of new commercial products and services.

14. Assist in the implementation and utilization of technology and software programs.

15. Relationship with the Branch Managers, Small Business Account Managers, Commercial Account Managers and other FCU employees as required.

Organizational Competencies

Sales & Service Orientation
Committed to serving and satisfying the needs of the external and internal members/clients through the delivery of superior value while building, strengthening and maintaining long-term relationships.

Continuous Learning
Demonstrates the desire to continually grow, learn and develop skills and knowledge through external and internal education, training and cross-training opportunities to maximize personal contribution to the organizational goals and ongoing career development.

Organizational Effectiveness
Ability to understand the organization’s strategic direction, how decisions impact the business, and how to strive to improve organizational performance.

Ethical Behaviour
Ability to demonstrate integrity, credibility, confidentiality and responsibility in all member/client interactions.

Communication
Demonstrates the ability to receive and understand information, and respond verbally or in writing when interacting with others

Functional Excellence
Demonstrates the knowledge and technical expertise of products and processes and their use in delivering quality member/client services

People Management
(Managers and Leaders) Building partnership with employees by providing leadership, a positive work environment and regular performance management and coaching, to individuals and teams to achieve organizational goals.

Job Specifications and Technical Requirements

- Preferably a degree in business or relevant experience, education and training plus 8-10 years commercial lending experience Undergraduate degree or equivalent related experience;
- Min 5-7 years experience in commercial or corporate account management and/or credit adjudication;
- Min 5-7 years demonstrated success in meeting sales targets and developing business relationships;
- Courses/designation through Canadian Credit Union Institute or the Canadian Bankers Association an asset;
- Thorough knowledge of small business and commercial banking products and services including lending and deposit gathering;
- Knowledge of commercial banking systems and loan origination systems;
- Thorough competency with MS Office (Word, PowerPoint, Excel) and Microsoft Outlook;
- Basic knowledge of general banking operations, systems and processes;
- Demonstrated problem solving and strategic planning skills;
- Knowledge, understanding and skill in working in a fast paced time sensitive deadline oriented environment.